Service Supervisor Sheffield Advocacy Hub - Further Information

Citizens Advice Sheffield provides Sheffield Advocacy Hub, in partnership with Cloverleaf Advocacy and Disability Sheffield. This includes a variety of independent advocacy in the city, including

- Independent Mental Health Advocacy (IMHA)
- Advocacy under the Care Act 2014
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards Relevant Person's Representative Service (DOLS RPR)
- NHS Complaints Advocacy
- generic advocacy for people with learning disabilities, people with mental health problems and people with physical disabilities.

Our preferred model of advocacy is that one advocate will work with a client throughout their involvement in health and social care processes. This means individual advocates will need to have or gain knowledge across most or all of our types of advocacy in order to effectively support and empower our clients.

We work with a wide range of clients, including people with acute mental health problems, dementia, learning disabilities, brain injury, serious physical illness, autism and more, some of whom may lack the capacity to take specific decisions at the time.

We support people in health and social care contexts in the Sheffield City Region, often in crisis situations facing major decisions around their health and treatment, their care and accommodation. We support people to express their views, exercise their rights, and be as involved as possible in the decisions that affect them.

We receive in the region of 2000 individual referrals per year, all of which are processed by our Hub staff and allocated to our staff and those of our partners. Our supervisors play a key role in ensuring this is done in a timely, accurate and efficient manner.

Our Supervisors also ensure staff have the group and individual supervision and support necessary to enable them to carry out their role. Advocates are required to work to demanding performance targets whilst also maintaining a high quality of service.